

“Best and Promising Practices” – Cultural Competency

Hospitals

National Association of Public Hospitals and Health Systems. “Serving Diverse Communities in Safety Net Hospitals and Health Systems,” The Safety Net 2003; 17(3): Fall.
http://www.naph.org/Content/ContentGroups/NPHHI_Website/Publications2/Addressing_Disparities_Serving_Diverse_Communities/Serving_Diverse_Communities.pdf

Andrulis DP. “Study of How Urban Hospitals Address Sociocultural Barriers to Health Care Access”

<http://www.rwjf.org/portfolios/resources/grantsreport.jsp?filename=023299s.htm&iaid=133>

“Migrant-Friendly Hospitals Project and Amsterdam Declaration” -- European Commission

<http://www.mfh-eu.net/public/home.htm>

Ambulatory Care

National Center for Cultural Competence, Georgetown University. “Self-Assessment Checklist for Personnel Providing Primary Health Care Services”

<http://gucchd.georgetown.edu/nccc/products.htm>

National Initiative for Children’s Healthcare Quality (NICHQ), Improving Cultural

Competency in Children’s Health Care: Expanding Perspectives

http://www.nichq.org/NR/rdonlyres/5B534B7B-0C38-4ACD-8996-EBB0C4CB2245/0/NICHQ_CulturalCompetencyFINAL.pdf

Cultural Positivity -- Culturally Competent Care For Diverse

Populations • <http://www.gvhc.org/cultural/POD1cCulturally%20Competent%20Care.htm>

Physician Toolkit and Curriculum: Resources to Implement Cross-Cultural Curriculum Guidelines for Medicaid Practitioners

<http://www.omhrc.gov/cultural/toolkit.pdf>

Managed Care Plans

Cultural Competence Works: Using Cultural Competence to Improve the Quality of Health Care for Diverse Populations and Add Value to Managed Care Arrangements”

<http://www.hrsa.gov/financeMC/ftp/cultural-competence.pdf>

National Study of Culturally and Linguistically Appropriate Services in Managed Care Organizations (CLAS in MCOs

Study) • <http://www.omhrc.gov/cultural/MCOExecutive%20Summary.pdf>

American Health Insurance Plans (AHIP), Center for Policy and Research.
Innovations in Medicaid Managed Care, • March, 2005.
<http://www.ahip.org/content/default.aspx?docid=8414>

Building Linguistic and Cultural Competency: A Toolkit for Managed Care
Organizations and Provider Networks that Serve the Foreign-Born, • 1998.
<http://www.consultmillennia.com/documents/Building%20Linguistic%20&%20Cultural%20Competency.pdf>

Centers for Medicare and Medicaid Services (CMS) and Agency for Health Care
Research and Quality (AHRQ) - QAPI National Initiative -- I. Providing Oral Linguistic
Services: A Guide for Managed Care Plans, and II. Planning Culturally and Linguistically
Appropriate Services: A Guide for Managed Care Plans.
<http://www.cms.gov/healthplans/quality/project03.asp>

Caring for Individuals with Limited English Proficiency

National Council on Interpreting in Health Care
<http://www.ncihc.org>

Hablamos Juntos: Improving Patient-Provider Communication for Latinos
<http://www.hablamosjuntos.org>

Process of Inquiry: Communicating in a Multicultural Environment, Georgetown
University National Center for Cultural Competence
<http://www.ncccurricula.info/communication/index.html>

Cross-Cultural Communication in Health Care: Building Organizational Capacity
www.hrsa.gov/financeMD/broadcast

Brach C, Fraser I, and Paez K. Crossing the Language Chasm, • Health Affairs 2005
(March); 24(2):424-434.

Youdelman M, Perkins J. "Providing Language Interpretation Services in Health Care Settings: Examples from the Field," National Health Law Program, May 2002.

Youdelman M, Perkins J. "Providing Language Services in Small Health Care Provider Settings: Examples from the Field," National Health Law Program, April 2005
[The latter 2 reports can be obtained at www.cmwf.org or www.healthlaw.org].

Health Literacy

AMA/AMA Foundation's Health Literacy toolkits, videos, partnerships
<http://www.ama-assn.org/ama/pub/category/8115.html>

Weiss BD. *Health Literacy: A Manual for Clinicians*. Chicago: American Medical Association Foundation, 2003

Schwartzberg JG, VanGeest JB, Wang CC: *Understanding Health Literacy: Implications for Medicine and Public Health*. Chicago, IL: American Medical Association Press, 2004

Movies, Videos, and CD-ROM Resources

Alexander M. Cinemeducation: An Innovative Approach to Teaching Multi-Cultural Diversity in Medicine. Annals of Behavioral Science and Medical Education 1995; 2(1):23-28.

Communicating Effectively Through an Interpreter (1998) (Available from the Cross Cultural Health Care Program, 270 South Hanford Street, Suite 100, Seattle, Washington 98134; Phone (206)-860-0329; Website www.xculture.org).

The Bilingual Medical Interview I (1987), and The Bilingual Medical Interview II: The Geriatric Interview, Section of General Internal Medicine, Boston City Hospital, in collaboration with the Department of Interpreter Services and the Boston Area Health Education Center (Available from the BAHEC, 818 Harrison Ave., Boston, MA 02118; Phone (617)-534-5258).

The Kaiser Permanente/California Endowment Clinical Cultural Competency Video Series. In 2000, Kaiser Permanente, with funding from The California Endowment, embarked on a project to create "trigger" videos as teaching tools for training healthcare professionals in cultural competence. The Project Director was Jean Gilbert, PhD, a medical anthropologist, and Jo Ann Lesser, Producer, a media specialist. Directing were Rod Gerber and Lisa Beezely Lipman, of the Kaiser Permanente C.A.R.E. Actors. These now completed videos comprise three sets, each with accompanying facilitator's guide and contextual materials. Each set costs \$35.00 or \$105 for all 20. The scenarios are from eight to fourteen minutes long. The actors, all professionals living in Los Angeles, are highly diverse in age, gender, ethnicity, and race. The videos have won many prizes at various international film and video festivals (Send order to: Gus Gaona, Kaiser Permanente, National Media Communications: Media Distribution, 825 Colorado Ave., Suite 300, Los Angeles, CA 90041, Phone: 323-259-4776).

Quality Care for Diverse Populations. Video/CD-ROM/Facilitator's Guide, Contributors: K. Bullock, L.G. Epstein, E.L. Lewis, R.C. Like, J.E. South Paul, C. Stroebe, et al.) This educational program includes five video vignettes depicting simulated physician-patient visits in an office setting as a means to explore ethnic and sociocultural issues found in today's diverse health care environment. Produced by the American Academy of Family Physicians (AAFP), with partial funding by the Bureau of Primary Health Care, Health Resources and Services

Administration, June 2002. (Available from the American Academy of Family Physicians, AAFP Order Dept., 11400 Tomahawk Creek Parkway, Leawood, KS 66211; Phone (800)-944-0000; Fax (913)-906-6075; <http://www.aafp.org/x13887.xml>).

Community Voices: Exploring Cross-Cultural Care Through Cancer. Video and Facilitator's Guide by Jennie Greene, MS & Kim Newell, MD (Available from the Harvard Center for Cancer Prevention, Harvard School of Public Health, 665 Huntington Avenue, Bldg 2, Rm 105, Boston, MA 02115; Phone (617) 432-0038; Fax: (617)-432-1722; hccp@hsph.harvard.edu, or Fanlight Productions, www.fanlight.com).

Worlds Apart. A Four-Part Series on Cross-Cultural Healthcare. By Maren Grainger-Monsen, MD, and Julia Haslett, Stanford University, Center for Biomedical Ethics (available from Fanlight Productions, www.fanlight.com)

The Angry Heart: The Impact of Racism on Heart Disease Among African Americans. By Jay Fedigan. (Available from Fanlight Productions, www.fanlight.com).

The Culture of Emotions: A Cultural Competence and Diversity Training Program. Harriet Koskoff, Producer/Co-Coordinator, 415 Noe Street, #5, San Francisco, CA 94114; Phone 415-864-0927; Fax 415-621-8969 (Available from Fanlight Productions, www.fanlight.com).

Ohio Department of Health and Medical College of Ohio. Cultural Competence in Breast Cancer Care (CD-ROM), 2000. VERTIGO PRODUCTIONS LTD., 3634 Denise Drive Toledo, Ohio 43614; (877)-385-6211.

Continuing Education Programs (selected)
Office of Minority Health
A Family Physician's Guide to Culturally Competent Care
<http://cccm.thinkculturalhealth.org>

Quality Interactions: A Patient-Based Approach to Cross-Cultural Care
Manhattan Cross Cultural Group and Critical Measures
<http://www.criticalmeasures.net/mccg>

Delivering Culturally Effective Care for Patients with Diabetes
Medical Directions – The Virtual Lecture Hall and Department of Family Medicine, University of Arizona College of Medicine at the Arizona Health Sciences Center
http://www.vlh.com/shared/courses/course_info.cfm?courseno=1786

Communicating Through Health Care Interpreters
Medical Directions – The Virtual Lecture Hall and Rush University Medical Center
http://www.vlh.com/shared/courses/course_info.cfm?courseno=1705

Culture and Health Care: An E-Learning Course (based on Cultural Sensitivity: A Guidebook for Physicians and HealthCare) Doctors in Touch (DIT)
http://www.doctorsintouch.com/courses_for_CME_credit.htm

Quality Care for Diverse Populations. Video/CD-ROM/Facilitator's Guide, Contributors: K. Bullock, L.G. Epstein, E.L. Lewis, R.C. Like, J.E. South Paul, C. Stroebel, et al.) Produced by the American Academy of Family Physicians (AAFP), with partial funding by the Bureau of

Primary Health Care, Health Resources and Services Administration, June 2002. (Available from the American Academy of Family Physicians, AAFP Order Dept., 11400 Tomahawk Creek Parkway, Leawood, KS 66211; Phone (800)-944-0000; Fax (913)-906-6075 <http://www.aafp.org/x13887.xml>).

Cultural Competency Challenge CD-ROM Educational Program (AAOS Product #02735). American Academy of Orthopaedic Surgeons, 6300 North River Road, Rosemont, IL 60018-4262 www.aaos.org/challenge).

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<http://www2.umdnj.edu/fmedweb/chfcd/index.htm>